

ATTACHMENT 2
QUALITY ASSURANCE SURVEILLANCE PLAN
“TECHNICAL & ADMINISTRATIVE SUPPORT FOR THE U.S. ENVIRONMENTAL PROTECTION AGENCY’S
NATIONAL DRINKING WATER PROGRAM”
CONTRACT: 68HERC20D0023

PURPOSE: The requirements performed under contract 68HERC20D0023 are considered performance-based, focusing on the Agency’s desired results and outcomes. The contractor shall be responsible for determining the most effective means by which these requirements will be fulfilled. In order to fulfill the requirements, the contractor shall design innovative processes and systems that can deliver the required services in a manner that will best meet the Agency’s performance objectives. This performance-based requirement represents a challenge to the contractor to develop and apply innovative and efficient approaches for achieving results and meeting or exceeding the performance objectives, measures, and standards described below. The Contractor’s performance will be reflected in the positive or negative evaluation offered by the Agency in the Contractor Performance Evaluation (CPE) which is evaluated annually (per the “Contractor Performance Evaluation” clause in the contract). The TOCOR shall submit a complete annual review of the areas outlined in the Quality Assurance Surveillance Plan (QASP), included in the contract, which will then be utilized by the Contract Level Contracting Officer’s Representative (CL-COR) in preparing the overall evaluations submitted annually in response to the CPE requirements in the contract. The TOCOR for each individual task order will provide the review of the deliverables at the location specified in the identified task order.

| Performance Requirement | Measurable Performance Standards | Surveillance Method | Incentives/Disincentives |
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| Management and Communications: The contractor shall maintain contact with the EPA Contracting Officer (CO), Contract Level COR (CL-COR), and Task Order Contracting Officer Representative (TOCOR) throughout the performance of the contract and shall immediately bring potential problems to the attention of the EPA CL-COR and appropriate TOCOR. In cases where issues have a direct impact on project schedules, cost, time, or quality, the contractor shall provide options for EPA's consideration on resolving the issues or mitigating their impacts. | Any issue adversely impacting project schedules, cost, time, or quality shall be brought to the attention of the EPA CL-COR and appropriate TOCOR within 3 workdays of occurrence. | 100% of active task orders (TO) will be reviewed by the EPA TOCOR (via the monthly progress report) to identify unreported issues. The EPA TOCOR will report any issues to the EPA CL-COR, who will bring the issue(s) to the contractor’s attention through the CO. | Fewer than two incidents per CPARS reporting period where the contractor does not meet the measurable performance standard will be considered satisfactory performance and will be reported as such in the CPARS Performance Evaluation System under the category of Management. Two or more incidents per CPARS reporting period where the contractor does not meet the measurable performance standard will be considered unsatisfactory performance and will be reported as such in the CPARS Performance Evaluation System under the category of Management. |
| Cost Management and Control: The contractor shall monitor, track, and accurately report costs to EPA through progress reports and approved special reporting requirements. The contractor shall assign an | The contractor shall manage costs to the level of the approved ceiling on each individual TO. The contractor shall notify the TOCOR, CL-COR, and CO when 75% of the approved funding ceiling for any particular TO is | 100% of the active TOs under the contract will be reviewed by the CL-COR and appropriate TOCOR monthly (via meetings, monthly progress reports & milestones established for each deliverable) to compare actual versus projected | A satisfactory rating will be reported in the CPARS Performance Evaluation System under the category of Cost Control if the contractor meets the measurable performance standards and accurately reports the costs in the progress reports according to |

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| appropriate level of skilled personnel to all tasks, practice and encourage time management, and ensure accurate and appropriate cost control. | reached. If a contractor fails to manage and control costs, any resultant overrun cannot exceed the total contract obligation for that period. | expenditures. The EPA CL-COR will review the contractor's monthly progress reports and the TOCOR will verify expenditures before authorizing invoice payments. | the requirements in the "Reports of Work" attachment to the RFP. If the contractor does not meet the measurable performance standards per CPARS reporting period, it will be assigned a rating of Unsatisfactory in CPARS under the category of Cost Control . |
| Quality of Products and Services: The contractor shall ensure analyses conducted under this contract are factual and based on sound science and engineering principles. | Products delivered under the Task Order(s) must not contain any factual errors. The analyses provided in each product shall be logical, consistent, and defensible. All analyses and products (initial and final drafts) shall conform in format and content to requirements outlined in EPA Communication Product Standards Stylebook guide and as specified in written technical direction. All analyses and products shall meet the objectives stated in the task order. Analyses shall be factual and defensible and based on sound science and engineering. All data shall be collected from reputable sources and quality assurance measures shall be conducted in accordance with Agency requirements and any additional requirements outlined in individual task orders. Any work requiring the Contractor to provide options or recommendations shall include the rationale used in selecting the option/recommendation and all other options that were considered. | EPA will review all analyses and products for accuracy, conformance with format and content and compliance with stated objectives. In addition, EPA may opt to peer review analyses and documents to further validate technical merit. | For each CPARS reporting period, 80% of all initial drafts and 90% of all final draft work products shall conform to this standard. If EPA determines that the contractor's analyses is factually inaccurate or if significant technical errors are found in any documents produced by the contractor, EPA may determine that the cost associated with redoing the work shall be borne by the contractor. In addition, failure to meet the percentages outlined by this standard will result in an unsatisfactory rating in the Technical (Quality of Product) category of the CPARS) for the applicable CPARS reporting period |
| Timeliness of deliverables: Services and deliverables shall be in accordance with schedules stated in each task | No more than 10% of all deliverables per task order shall be submitted | 100% of the active task orders/ deliverables under the contract will be reviewed by the EPA CL-COR/TOCOR | If the contractor does not meet the measurable performance standards per task order, it will be assigned a |

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| order, unless modified by an approved EPA action. | more than 3 work days past the due date. | monthly (via monthly progress report and milestones established for each deliverable) to compare actual deliverable dates against the approved dates. | rating of Unsatisfactory in CPARS under the category of Schedule . |